

FAQs

*What are the benefits of working through **temporary solutions**?*

You obtain valuable State Government work experience while looking for permanent employment.

What is the process for registering with your agency?

Please complete a state application (pd-107) and submit that to our office for review. You can mail, fax, email, or drop off the application. Feel free to contact our office at (919) 733-7927 for full details or browse our website for more information.

Do you have a list of open positions?

No. When we receive job orders from the agencies, we fill them immediately. Due to the short turn around time, we do not have time to list our jobs. Occasionally, we will post positions under our “Special Job Postings” section but they are not the only jobs we may have available.

*Does **temporary solutions** have “temp to perm” assignments?*

No. If you are interested in permanent work with State Government, you will need to complete the State of North Carolina Application for Employment (PD-107) and submit it to the agency that has a job posted.

Do you offer part-time, second-shift, or third-shift work?

Most of our positions are full-time during regular day hours, but occasionally we may have a need for someone to work part-time or irregular hours. Inform a placement counselor if you are interested in working hours other than regular days.

Once I have become active with your agency, am I required to call your office if I am available for work?

An active employee is any person who has been interviewed by one of our counselors and/or has worked a position through *temporary solutions*. If you are an active employee and are not currently assigned to a position, please call our main line (919-733-7927) after business hours or on the weekends and leave your name, telephone number, and the name of the counselor with whom you interviewed. To keep your availability active, we suggest calling in every two weeks.

Why doesn't my placement counselor call me immediately after an interview?

Your placement counselor may not immediately have a job for you. When your counselor or another counselor receives a job for which you are a match, you will be contacted.

*How long can I work with **temporary solutions**?*

temporary solutions assignments are for a period of 11 consecutive months or less. You may be eligible for reassignment after a lapse in employment of more than thirty-one calendar days. Students are exempt from the eleven-month maximum limit. Retired employees are also exempt from the eleven-month maximum if they are drawing

a retirement income and/or social security benefits. Temporary employees who work *less than half-time* are also exempt from the 31-day break.

Do I receive any benefits, sick leave, or vacation time?

No. Temporary employees do not accrue leave or receive benefits.

What if I am not happy with my current assignment?

Notify your placement counselor as soon as possible. We will discuss other alternatives. **DO NOT WALK OFF YOUR ASSIGNMENT.**

What should I do if I am going to be late or absent from my assignment?

Always call your on-site supervisor. If you are not able to reach him/her, please contact your placement counselor. Remember, failure to call or report to your assignment may result in termination and you may not be considered for future assignments.

What should I do if my supervisor is not available on the day time sheets are due?

Please contact the *temporary solutions* **Payroll Officer** at (919) 733-5024. Do not assume that you will be paid on time if you turn in a late timesheet.

If I turn in a late time sheet, will it be processed in a timely manner?

Late time sheets are scheduled to be processed in the next pay cycle. Please contact the *temporary solutions* **Payroll Officer** at (919) 733-5024 if you have questions.

If I am approved for overtime, how am I paid?

Hours worked over 40 within a workweek (Monday thru Sunday) will be calculated at the rate of time and one-half (1.5) hours. *Make sure you have prior approval from your supervisor before working overtime.*

When is it too late to turn in my time sheet?

Your timesheet is late if you submit it anytime after the due date. We do recommend, however, that you turn in a late time sheet as soon as possible.

Can I drop off my time sheet after hours? If so, where?

Yes. You may place your timesheet in our drop box located outside our front entrance, 24 hours a day.

How can I find out if my direct deposit has begun or if I have a paper check?

Check your BEACON account, your personal bank account or call our office at (919) 733-7927.

Am I eligible to join the NC State Employee's Credit Union if I am an active temporary solutions' employee?

You have the option of joining the NC State Employee's Credit Union. NCSECU requires members to maintain an account with a minimum balance of \$25.00. (More information: www.ncsecu.org)

Whom do I contact if I have questions about time sheets, paychecks, W-2s or other payroll related questions?

Please call Payroll at (919) 733-5024 with questions about any of these items. You can also contact BEACON at 919-707-0707 or 1-866-622-3784.

What is my BEACON ID?

Your BEACON ID will be given to you by your placement counselor. If you have not received your number by the time you turn in your first timesheet, please call our office. You can also find your BEACON ID on your paystub. Please make sure you are recording this number on your timesheet.

Whom do I contact if I have questions about my NCID or BEACON account? What if I get locked out or forget my password?

Please contact *temporary solutions'* NCID administrator at 919-807-4815.